

Iowa Dental Wellness Plan Report – 2nd Qtr. 2015

Operations	<ul style="list-style-type: none"> • Activities/Results <ul style="list-style-type: none"> ○ Customer Service calls received for quarter: 12,295 ○ 401,106 dental services provided to 50,740 unique members ○ Completed Risk Assessments to date: 21,687 members ○ 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness • Claims <ul style="list-style-type: none"> ○ Processing Time (average): 8 days ○ Payment for Claims: \$7,769,524 • Complaints/Appeals <ul style="list-style-type: none"> ○ 35 complaints, 35 resolved: two complaints on suspicious activity, six on inappropriate actions or behaviors of the dentist, 20 on quality of or access to care, six on quality of or access to services. ○ 4 appeals, 4 resolved ○ No reports from members on not receiving timely services • Network <ul style="list-style-type: none"> ○ Number of dentist providing services June 30, 2015: 803 ○ 697 General Dentist ○ 54 Oral Surgeons ○ 11 Periodontists ○ 11 Pedodontists ○ 6 Endodontists ○ 24 Prosthodontists
DWP Benefit Design and Related Data	<ul style="list-style-type: none"> • To date members that have received services <ul style="list-style-type: none"> ○ 66% received a Diagnosis and Prevention Services ○ 23% received a Stabilization Services ○ 11% received an Emergent Services • Earned Benefits <ul style="list-style-type: none"> ○ 28% of members are eligible for the enhanced tier